AMENDMENTS TO THE CLAIMS:

1. (Currently amended): A method of handing over a communication from a first device to a second device, comprising:

enabling a speech recognition function;

using the speech recognition function to transcribe a portion of the communication to thereby generate a transcription, wherein the portion of the communication that is transcribed includes only speech input from a first call taker to the first device; ~~and~~

analyzing the transcription to identify words of importance;

displaying the transcription on the first device with the words of importance conspicuously identified in the display by one of highlighting, using a different color text, using a different size font, and using a different style font; and

sending the transcription to the second device when handing over the communication from the first device to the second device.

2. (Canceled)

3. (Previously presented): The method of claim 1, wherein the portion of the communication that is transcribed includes speech input from a caller that initiated the communication.

4. (Previously presented): The method of claim 1, wherein the first device is a first call taker workstation associated with a call center and the second device is a second call taker workstation of the call center.

5. (Previously presented): The method of claim 4, wherein the first call taker associated with the first call taker workstation provides a first level of assistance and a second call taker associated with the second call taker workstation provides a second level of assistance.

6. (Original): The method of claim 5, wherein the second level of assistance is more specialized than the first level of assistance.

7. (Previously presented): The method of claim 1, wherein the speech recognition function is trained based on speech input from the first call taker associated with the first device.

8. (Previously presented): The method of claim 1, wherein the speech recognition function makes use of a reduced size vocabulary of recognized words that are specific to communications typically handled by the first device.

9. (Original): The method of claim 1, wherein the step of enabling the speech recognition function is performed automatically upon the occurrence of a triggering event.

10. (Previously presented): The method of claim 9, wherein the triggering event is receipt of the communication at the first device.

11. (Previously presented): The method of claim 1, wherein the step of enabling the speech recognition function is performed in response to a manual input from the first call taker associated with the first device.

12. (Previously presented): The method of claim 1, further comprising:
displaying the transcription on the first device.

13. (Previously presented): The method of claim 1, further comprising:
displaying the transcription on the second device after the transcription is received by the second device when handing over the communication from the first device to the second device.

14-15. (Canceled)

16. (Previously presented): The method of claim 1, wherein the first device and the second device are provided by a same entity.

17. (Previously presented): The method of claim 1, wherein the first device and the second device are provided by different entities.

18. (Previously presented): The method of claim 1, further comprising:

analyzing the transcription to identify recommendations for handling the communication; and

providing the recommendations to one of the first device and the second device.

19. (Original): The method of claim 18, wherein analyzing the transcription includes performing data mining on the transcription.

20. (Previously presented): The method of claim 18, wherein analyzing the transcription to identify recommendations for handling the communication includes using at least one of an expert system, a neural network, and a rule-based system to identify the recommendations.

21. (Currently amended): An apparatus for handing over a communication from a first device to a second device, comprising:

a controller; and

an interface coupled to the controller, wherein the controller enables a speech recognition function, ~~and~~ uses the speech recognition function to transcribe a portion of the communication to thereby generate a transcription, wherein the portion of the communication that is transcribed includes only speech input from a first call taker to the first device, analyzes the transcription to identify words of importance, displays the transcription on the first device with the words of importance conspicuously identified in the display by one of highlighting, using a different color text, using a different size font, and using a different style font, and ~~wherein the controller~~ sends the transcription via the

interface to the second device when handing over the communication from the first device to the second device.

22. (Canceled)

23. (Previously presented): The apparatus of claim 21, wherein the portion of the communication that is transcribed includes speech input from a caller that initiated the communication.

24. (Previously presented): The apparatus of claim 21, wherein the first device is a first call taker workstation associated with a call center and the second device is a second call taker workstation of the call center.

25. (Previously presented): The apparatus of claim 24, wherein the first call taker associated with the first call taker workstation provides a first level of assistance and a second call taker associated with the second call taker workstation provides a second level of assistance.

26. (Original): The apparatus of claim 25, wherein the second level of assistance is more specialized than the first level of assistance.

27. (Previously presented): The apparatus of claim 21, wherein the speech recognition function is trained based on speech input from the first call taker associated with the first device.

28. (Previously presented): The apparatus of claim 21, wherein the speech recognition function makes use of a reduced size vocabulary of recognized words that are specific to communications typically handled by the first device.

29. (Original): The apparatus of claim 21, wherein the controller enables the speech recognition function automatically upon the occurrence of a triggering event.

30. (Previously presented): The apparatus of claim 29, wherein the triggering event is receipt of the communication at the first device.

31. (Previously presented): The apparatus of claim 21, wherein the controller enables the speech recognition function in response to a manual input from the first call taker associated with the first device.

32-33. (Canceled)

34. (Previously presented): The apparatus of claim 21, wherein the first device and the second device are provided by a same entity.

35. (Previously presented): The apparatus of claim 21, wherein the first device and the second device are provided by different entities.

36. (Previously presented): The apparatus of claim 21, further comprising a transcription analysis device that analyzes the transcription to identify recommendations for handling the communication, wherein the transcription analysis device provides the recommendations to one of the first device and the second device.

37. (Original): The apparatus of claim 36, wherein the transcription analysis device analyzes the transcription using data mining on the transcription.

38. (Previously presented): The apparatus of claim 36, wherein the transcription analysis device analyzes the transcription to identify recommendations for handling the communication using at least one of an expert system, a neural network, and a rule-based system to identify the recommendations.

39. (Currently amended): A computer program product in a computer readable medium for handing over a communication from a first device to a second device, comprising:

first instructions for enabling a speech recognition function;

second instructions for using the speech recognition function to transcribe a portion of the communication to thereby generate a transcription, wherein the portion of the communication that is transcribed includes only speech input from a first call taker to the first device; ~~and~~

third instructions for analyzing the transcription to identify words of importance;

fourth instructions for displaying the transcription on the first device with the words of importance conspicuously identified in the display by one of highlighting, using a different color text, using a different size font, and using a different style font; and

~~third~~ fifth instructions for sending the transcription to the second device when handing over the communication from the first device to the second device.